

A quality assurance system for retail photofinishing includes a communication network; a retail photofinishing site including photofinishing equipment, a client computer connected to the communication network, and a process monitoring device connected to the computer; and a server located at a service center and connected to the communication network. Client software running on the client computer includes a quality management application for providing quality information to a manager of the photofinishing site; an operator testing and training application for training and certifying an operator of the retail site and providing testing, training and certification related data to the server and the quality management application; a quality evaluation application for monitoring the quality of the product and services provided by the photofinishing site and providing quality related data to the server and the quality management application; a process control application for monitoring the condition of the photofinishing equipment at the site and providing process control data to the server and to the quality management application. Server software running on the server includes an application for collecting, storing, and analyzing data from a plurality of photofinishing sites and producing a report on the quality of products and services provided by the sites.

20